



Department of Medical Assistance Services  
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[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID MEMO

**TO:** All Providers and Managed Care Organizations (MCOs) Participating in the impacted localities/surrounding areas in the Virginia Medical Assistance Programs

**FROM:** Cynthia B. Jones, Director  
Department of Medical Assistance Services

**MEMO:** Special

**DATE:** 10/7/2014

**SUBJECT:** Medallion 3.0 Change - MajestaCare Exiting the Western, Roanoke and Alleghany Regions — Effective December 1, 2014

The purpose of this memorandum is to inform you of changes to the Medallion 3.0 Medicaid/FAMIS Managed Care program. Effective November 30, 2014, MajestaCare will no longer be available as a Medicaid managed care plan, this affects the following cities/localities: *Albemarle, Alleghany, Augusta, Bath, Bedford County, Bland, Botetourt, Buchanan, Buckingham, Carroll, Craig, Dickenson, Floyd, Fluvanna, Franklin County, Giles, Grayson Greene, Henry, Highland, Lee, Montgomery, Louisa, Madison, Nelson, Orange, Patrick, Pulaski, Roanoke County, Rockbridge, Rockingham, Russell, Scott, Smyth, Tazewell, Washington, Wise, Wythe, Bedford City, Bristol, Buena Vista, Charlottesville, Covington, Galax, Harrisonburg, Lexington, Martinsville, Norton, Radford, Roanoke City, Salem, Staunton, and Waynesboro*. These areas will continue to be served by five (5) MCOs – Anthem HealthKeepers Plus, CoventryCare of Virginia, INTotal Health, Optima Family Care and Virginia Premier.

## All Affected Localities

Individuals enrolled in Medicaid and FAMIS in the above localities who are currently enrolled in MajestaCare will continue to be enrolled in MajestaCare through November 30, 2014. DMAS and MajestaCare are sending letters to MajestaCare members notifying them they must choose a new Managed Care Organization ("MCO"). The letter from DMAS will include a comparison chart of the different MCOs in the area. This chart will help them choose the best MCO. Members can choose to change to a new MCO before December 1<sup>st</sup>, but they will need to call the Managed Care Helpline no later than November 18, 2014, to change their health plan. If they do not call, they will be automatically assigned to a different MCO, effective December 1, 2014.

Members will be able to choose between at least two of the following: Anthem Healthkeepers Plus, CoventryCares of Virginia, INTotal Health, Optima Family Care and/or Virginia Premier Health Plan, Inc. Please refer to the DMAS website under Managed Care at [http://www.dmas.virginia.gov/Content\\_pgs/mc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx) for health plans participating in their area prior to and/or after December 1, 2014.

FAMIS and FAMIS MOMS enrollees residing in these localities can also call Cover Virginia at 1-855-242-8282 (TDD 1-888-221-1590), to change MCOs.

## Impact on Providers

*Providers should verify eligibility and MCO enrollment at each point of service.* Eligibility verification information is provided at the end of this memo.

If you wish to consider contracting with any of the other MCOs operating in these areas, contact information for the MCOs is provided below:

MCO Provider Services Contact Information

Anthem Healthkeepers Plus	1-800-901-0020	<a href="http://www.anthem.com">www.anthem.com</a>
CoventryCares of Virginia	1-800-279-1878	<a href="http://www.CoventryCaresVA.com">www.CoventryCaresVA.com</a>
INTotal Health	1-855-323-5588	<a href="http://www.intotalhealth.org">www.intotalhealth.org</a>
Optima Family Care	1-800-229-8822	<a href="http://www.Optimahealth.com">www.Optimahealth.com</a>
Virginia Premier Health Plan, Inc.	1-800-727-7536	<a href="http://www.vapremier.com">www.vapremier.com</a>

Appointments, prescriptions or medical procedures that have been approved by MajestaCare will be honored by the new MCO.

**Newborn Coverage for All Localities**

Both the Department and MajestaCare are working together to identify pregnant women to assist them in choosing another health plan, prior to November 18, 2014. This is a joint effort to make the transition to a new health plan as smooth as possible for both baby and mother. Providers are encouraged to advise pregnant patients to move to one of the remaining MCOs with which the provider participates and to ensure their newborn child is registered online with DMAS to receive a valid Medicaid ID to ensure uninterrupted coverage.

**Impact on Enrollees**

All affected individuals have been notified via letter of these changes. All Medicaid and FAMIS Plus recipients enrolled in a managed care program may contact the Managed Care HelpLine at 1-800-643-2273 (TDD: 1-800-817-6608) or find more information about Managed Care at [www.dmas.virginia.gov/mc-home.htm](http://www.dmas.virginia.gov/mc-home.htm) on the DMAS website.

FAMIS and FAMIS MOMS enrollees should contact Cover Virginia at 1-855-242-8282 (TDD: 1-888-221-1590) for assistance with choosing a MCO or visit the website at [www.coverva.org](http://www.coverva.org).

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**VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, payment status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

**"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance  
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.